

Dear Friends of CrossOver Healthcare Ministry,

This past year was a tremendous success thanks to many faithful supporters. We continued to improve the care that we offered to those in need while serving a record number of patients. During the year, the clinic had 40,390 patient visits and served 6,344 patients. We had a tremendous effort from our board, staff and volunteers.

I want to thank everyone involved in continuing to make CrossOver a success over the past year. Our staff is dedicated to serving our patients with concern and compassionate care. We are blessed to have a wonderful staff. The staff works as a team with our tremendous volunteer staff. Thank you volunteers! Our volunteers provide extra sets of hands to meet the massive need for our services. Everyone works together to deliver world class care to our neighbors in need in the name of Jesus Christ.

In addition to the growth in the number of patients, our medical home saw an expansion in existing services and the addition of some exciting new services. Funding from the Medarva Foundation enabled us to put a permanent Vision Program in place, add staff and recruit additional volunteers. Through our outreach clinic, we not only provide free vision services to our patients, but also those from four other area free clinics, specifically focusing on individuals who are high-risk diabetics.

A grant from the Robins Foundation established the new Healthy Connections program and funded the hiring of a social worker. The program is designed to connect single parents, a large part of our patient population, with services that benefit the whole family, such as parenting education and support or enrollment in financial social service programs. Our partnership with VCU led to a grant for the Code RED program. This program will help us educate patients on appropriate uses of the emergency room. Redirecting patients to CrossOver rather than the hospital for non-urgent cases will save time and money, not only for the doctors, but the entire community as well.

Luke 12:48 says "Much will be required of the person entrusted with much, and still more will be demanded of the person entrusted with more." I think that this passage calls us to reflect and redouble our efforts for the coming year. We are currently receiving over 50 calls a day from new patients needing services. Our goal is to help as many people as possible. Last year was a big success, now the coming year will offer tremendous opportunities to continue to grow our service to those in need. We will need many hands to meet the need.

With His guidance we will meet the need.

7.5 Leveler Lindson

Peace,

Steve Lindsey



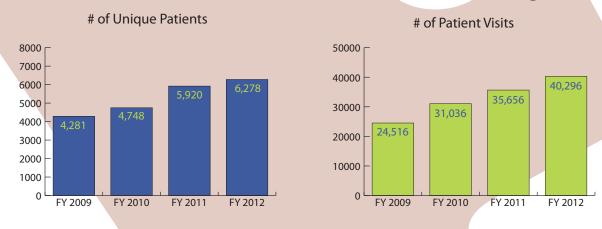
"Each of you should use whatever gift you have received to serve others as faithful stewards of God's grace in its various forms.

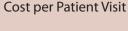
1 Peter 4:10 (NIV)

Here are just a few of our major accomplishments for the year:

- CrossOver surpassed **40,000 patient visits** for the first time.
- CrossOver referred 726 women for mammograms.
- Our pharmacy provided 36,183 prescriptions with a value of more than \$7 million to CrossOver patients as well as patients from the other Richmond area free clinics.
- Under the direction of Dr. Sallie Mayer, PharmD students from VCU School of Pharmacy provided instensive case management to our diabetic patients.
- 148 babies were born through our OB program.
- Our eye clinic saw **1,550 patients**, 100 of whom are patients at other area free clinics.
- Our dental clinic provided **3,548 patient visits** including cleanings, extractions and root canals.
- Our Lay Health Promoter program graduated 117 LHPs and provided 10,083 health education visits.

As our services increase, our costs continue to go down!











Anne Burch

Office Assistant

Western Henrico Clinic

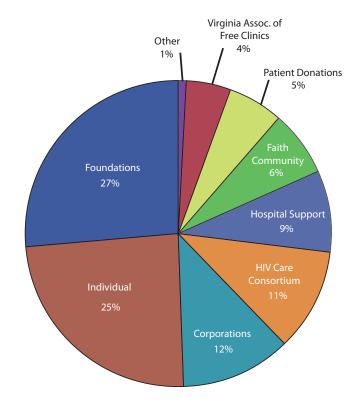
Statement of Activities

For the Year Ended June 30, 2012

Cash Support and Revenue	\$2,321,494
In Kind Contributions*	\$11,449,143
Total Support and Revenue	\$13,770,637
Program/Client Service Expenses	\$13,176,894
Management and General Expenses	\$253,063
Fundraising Expenses	\$321,495
Total Expenses	\$13,751,452
Support Service Expenses as a % of Total Expenses	4.2%
Net Assets at Beginning of Year	\$1,614,344
Net Assets at End of Year	\$1,633,529
Change in Net Assets	\$19,185

^{*}In Kind contributions include donated labor, medications, supplies and medical services

FY2012 Sources of Cash Support and Revenue



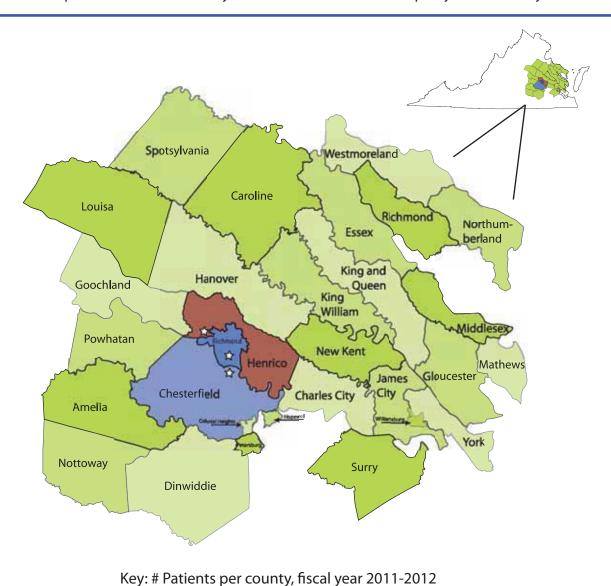


"I occasionally help admit patients when they come for appointments. One such patient whom I had met at the clinic recognized me at Kroger one day, gave me a hug, introduced me to her son, and told me how grateful she was for the help that she had received at CrossOver."

~Anne Burch

CrossOver Coverage Area

The majority of CrossOver patients live in the Richmond Metro Area but, we also see patients from as far away as the Northern Neck and Spotsylvania County.





> 2,000



Renee Hammel, NP

Nurse Practitioner
Downtown Clinic

CrossOver Specialty Care

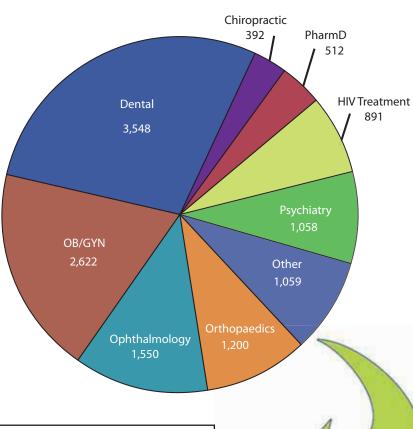
Did you know?

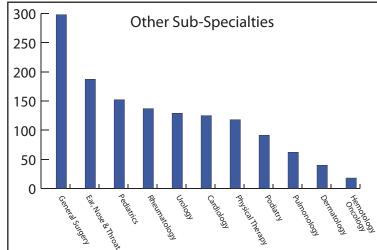
CrossOver provides services in

20 sub-specialties

Making up more than

12,500 of our patient visits







"CrossOver provides an environment where people can access specialized care, and where I have seen employees and volunteers go beyond the normal standards of care to make sure each patient gets all the care they need mental, physical and emotional."

~Renee Hammel, NP

2012 CrossOver Challenge

This year's CrossOver Challenge was a huge success! A record number of runners combined with gorgeous weather made for one of the best races in the history of the Challenge. The new and improved course and the addition of chip timing were well received by the runners.

The field of runners grew this year to nearly 550 participants across the four races. All of the proceeds of this year's race went directly to CrossOver's mental health services.

As with any CrossOver event the Challenge would not be possible without our dedicated volunteers and staff. More than 100 volunteers came together to ensure an amazing race day. THANK YOU to our volunteers!

Finally, we would again like to thank our sponsors: Owens & Minor, Patient First, Bon Secours Richmond Health System, HCA Virginia Health System, Anthem BlueCross BlueShield, McGuireWoods, James River Wealth Advisors, Troutman Sanders, Sigma National, Inc. and Managed Benefits.





Shantaram Talegaonkar, MD Opthalmologist Downtown Clinic

2011 Compassionate Care Awards

The 2011 Compassionate Care Awards celebration was a night to remember! Hundreds of CrossOver supporters, volunteers and staff packed the lovely Jefferson Hotel on October 20, 2011 to honor the service of two devoted CrossOver volunteers: Robert Cox, DDS, and Donald Seitz, MD, and staff health educator Marilyn Metzler, RN.

Videos from the honorees and two CrossOver patients were the highlights of the evening. They all spoke to the good work CrossOver is doing in God's name.



Marilyn Metzler, pictured left with her parents John and Alta, is CrossOver's Health Education Director and oversees our Lay Health Promoter program.

Dr. Robert Cox, pictured right with his wife Kathie, practices dentistry at CrossOver every Thursday morning. Serving for almost 17 years, he volunteers more than 120 hours annually.



Dr. Donald Seitz, pictured left with family members including his wife and fellow volunteer Pat (far right), is a retired orthopedic surgeon. He has volunteered every Monday afternoon since 2005, and he and Pat organize a Saturday Mission Clinic from St. Bridget Catholic Church every month.

"It is indeed a great, rewarding experience to work as a volunteer Ophthalmologist at CrossOver, and be of some help to a large chunk of the patient population who count on the resources at this facility."

~Shantaram Talegaonkar, MD

At CrossOver, we work hard to be good stewards of our supporters' donations. These efforts were recognized this year by two national organizations. For the second year in a row CrossOver was named a four star charity by Charity Navigator, and we were awarded the Better Business Bureau's Charity Seal for accredited organizations.





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Lynda Clarke Lay Health Promoter Community Volunteer

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"CrossOver played a big part in my getting my life back. I now assist in teaching Lay Health Promoter classes at the Richmond City Jail. As my Pastor has taught me, 'When you know better, you do better, when you do better, you live better' that's a quote I use daily when I speak for Crossover."

~Lynda Clarke

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"Jesus has given us a commandment that we love others. In ministering to those who have minimal options for health care, I feel I can love others in the way Jesus would have loved them."

~Cheryl Murphy, M.D.

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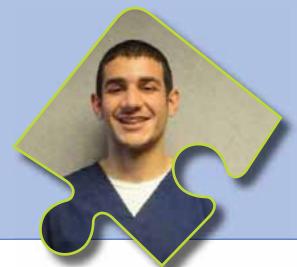
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Waree Panyason
Christine Papa
Ialantha Parker
Jackee Parker
Keisha Parker
Steve Parker
Neil Partridge, RPh
John Patrizio, MD
Paul Ortiz
Megan Paulsen
Morasti Peña

Nancy Pendergast, RN Lynn Pendleton Susanna Pent Carolina Perez Christina Perry, RN

Jay Perry Julie Peters, RN Eugene Petrasy, DDS Varner Phil, MD

Mary-Theresa Phillips, MD Jordyn Pickell

Brigitte Pidduck Gloria Piercy Joy Pierpont, RN Heather Pittard, RN Nancy Pitts, RN Gloria Pollock Elizabeth Porter Sheila Pour, PA-C Stephen Powelson, MD

Sheila Pour, PA-C Stephen Powelson, M Anita Priddy, RN Sarah Prillaman, NP Gordon Prior, DDS Tracy Provost, PT Joan Prozock Mary Purviance Kyle Purvis Debora Pyle, RN Anissa Qudsia Kim Raab

Preston Raab Helen Ragazzi, MD

Diana Ramos
Katarina Rampe
Melanie Rand
Bethany Randall
Rebecca Randall
Christine Randazzo
Liz Randazzo

Walker Redd
Ed Reed, MD
Geena Reese
Audrey Reeves
Kara Regrut, RN
Joan Reppert, RN
Alaina Reukauf
Aimee Reyes

Virginia Rhines, RN Millie Richards Christopher Riordan Paige Riordan Linda Ritenour Judy Ritterskamp Cullen Rivers, MD Elisabeth Robb Abigail Roberson Melissa Roberson, RN MaryAnn Roberts, RN

Richard Reynolds, MD

Katherine Campbell Robertson

JoLynne Robins, NP lan Robinson Isabel Rocha, DDS Nancy Rogers Carole Ann Ross Leo Ross, RPh Michael Roth Bonnie Rothwell Juliana Ruiz Renelle Russell Ashley Ryan



Nibras Khalaf Front Desk Western Henrico Clinic

Our Volunteers - continued

Rwan Safaa Sara Sahakian Kimberly Samonte Hayri Sangiray, DO Valerie Saturday **Luke Saunders** Casey Schiedel Kristen Schmitt Sue Schneider, RN Melissa Schneider Robert Schneider

David Schreiber Marilyn Schreiber James Schroeder, DDS

Pamela Sclar Brianna Scott Mae Scott

Heather Sedwick, PA-C Emily Segal, RN

Donald Seitz, MD

Pat Seitz Ofelia Seredni Meshach Service Gwendolyn Setterberg

Jane Settle, NP Judy Seymour Saifali Shaikh Doris Shalenko, RN Ayni Sharif, PA-C Jernelle Shaw James Shefferly, MD

Allison Shellenberger Laurie Shepherd, RN Christina Sheppard, RN

Kenneth Shirley, LPC

Ann Shy, RN Jerry Silva Nisha Sinha Sunil Sinha, MD Michael Sions

Susan Sisk, RN

Sudarvizhi Sivaraman Judy Skove, RN

Courtney Sloan Danielle Smart

Bechy Smith

Catherine Smith, RN Charles Smith, RN

Craig Smith

Cynthia Smith, RN Lindley Smith, MD Melissa Smith, RDH Christy Smith, NP

Rodney Smith, MD Asha Solanky, NP

Roberta Solomonova Farshid Soltanian, DDS

Carolyn Song Maggie Southwick

Rett Southwick Charles Spearman Jack Speed, RN

Elizabeth Spencer, RN Myron Spooner, MD

Alison Spriggs

Maggie Spriggs Patricia Spurzem, RN

James Stables Peter Stefanik, MD

Libbie Stennett William Stennett

Renodda Stevenson, LPC

Henry Stewart, DDS Melinda Stewart, NP

Vanessa Stewart

Carolyn Stiff Sarah Stinnett Parker Stride

Devin Sullivan Emma Sullivan

Eileen Sullivan-Katz, RN Elizabeth Suskind, RN

Luke Swygard

Hendrick Tafo-Tabue, DDS

Sandy Taito-Ipock

Shantaram Talegaonkar, MD

Inna Tarasova, NP Chanice Taylor **Jackson Taylor** Richard Taylor Roger Taylor

Takira Taylor Xavier Taylor

Susan Tellier Arlene Terry

Lauren Terry Ani Tetrault, RPh Sallie Thalhimer

Kuriakose Thekkethala, MD

Ryan Thomas Alma Thompson **Andrew Thompson** Betty Thompson, RN Florence Thompson Pamela Thornton Carol Tibbals, NP Pea Tibble

Colleen Tobin Stephen Todd, DDS **Betsy Tompkins** Allison De La Torre Juanita Torrence Maria Torres

Therese Tran Susan L Triggs, RN **Annhorner Truitt Craig Truitt** Cathy Tuck, RN Mary Tucker Ayer Uma Michael Valacer

Evelyn Valencia Ann Vanichkachorn, MD

Angie Vardell Viktoriya Vaseykina "As an international physician who can not yet practice in America, I was thrilled to join a volunteer team where I could help patients in need. My medical training has helped me to recognize emergent cases and escalate their situation to the direct care provider."

~Nibras Khalaf

Mark Vaughan, RPh Selma Vaughan Jennifer Vaz Carolina Velez Angela Verdery Sandra Voll, NP Andy Wade, DDS Deanna Wade, PA-C Nancy Wade, RPh Courtney Waldron, PT **Faye Walker** Nancy Walker Richard Walker, RN Susan Walker Kenny-Joe Wallen, RN Deborah Waller Dawn Ward Hudnall Ware, MD Mark Warner, MD Rose Washington Chelsi Watkins **Grayson Way**

William Way, DDS

Kristin Webb Anna Weichel, RN Joanne Wellford, RN Donna Wellman Verna Welshman Rachel Wheeler Terry Whipple, MD John White John White, MD Patricia White David Whitehead, MD Claire Whiting, NP Jeffery Wilber Lorien Wilder Nathan Wildt Alexandra Wiles Gloria Wilkins Susan Wilkins, RN Cynthia Williams, RN **Gordy Williams** James Williams Karen Williams Kathryn Williams

Priscilla Williams, RN Rosa W. Williams Ariel Wilson Kristen Wind, RN Gary Witthoefft Kitty Witthoefft Robert Woltz Nicole Woodman Sarah Woodv Catherine Wooton Jessica Workman Teresa Workman, RN Gaynelle Worley Jamani Wright Teresa Wright, RN David Wulffen Keyanna Wyatt Morgan Yacoe Earl Yamada Jennifer Yau Heather Zechman Carrie Zinn Jason Zinn

Volunteers by the numbers

Volunteer Type	#Volunteers	#Volunteer Hours
Non-Medical	428	14,056
Nursing	142	7,226
Primary Care Provider	49	2,836
Specialty Care Provider	48	2,438
Dental	48	1,705
Pharmacy	27	1,519
Mental Health	10	1,041
Eye	6	809





Maren Judge, RN Nurse Western Henrico Clinic

CrossOver Health Care Ministry
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Emmett C.V. Bailey, Jr.

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Andrew K. Birken

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Ialantha Parker

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Cullen B. Rivers, MD

Donald G. Seitz, MD

James R. Schroeder, DDS

Gary N. Witthoefft

Robert W. Woltz



"I want to reveal to the patients just how much God loves them by allowing Him to love them through me. He has walked with me through my struggles and brought me to a place of such joy in knowing, really knowing, just how much He does love me. I want others to know just how great is His love."

~Maren Judge, RN

Our Staff

Leadership

Julie Bilodeau – Director of Operations
Daniel M. Jannuzzi, MD – Medical Director
Mike Murchie, MD – Associate Medical Director

Clinical Staff

Vivian Bruzzese, MD – Director of HIV Programs Andrea Chavez – Bilingual Licensed Practical Nurse Alexandra Chamberlain, MSW – Bilingual Social Worker Carlos Concepcion – Bilingual Pharmacy Assistant Meredith Davis – Bilingual Case Manager Erilisse Deynes – Bilingual Medications Access Case Worker Kyra Dillard-Wright – Vision Coordinator Samantha Golding – Bilingual Patient Advocate Dania Gonzalez – Bilingual Dental Assistant Teresa Gonzalez – Bilingual Medical Assistant Andrea Hague – Western Henrico Clinic Manager Barbara Hamm – Medical Assistant Lyn Harding – Downtown Clinic Manager/Chaplain Pam Hill, LPC – Bilingual Licensed Professional Counselor Betzy Jackson – Bilingual Licensed Practical Nurse Stephanie Jones – Chesterfield Clinic Manager Lenis Leach - Bilingual Patient Advocate Diana Naidoo – Prenatal Coordinator Natalie Place – Certified Pharmacy Technician



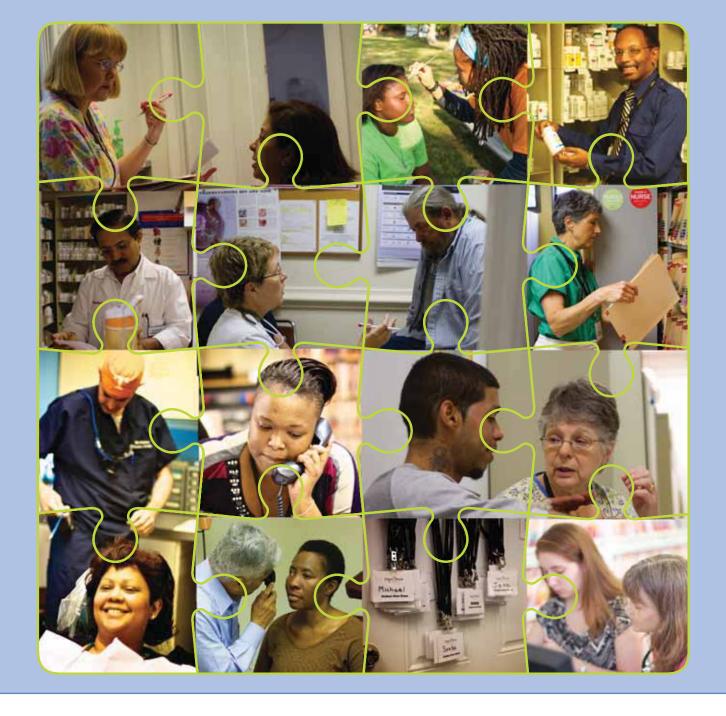
Health Education

Karen Bunn – Hispanic Health Education Coordinator Marilyn Metzler, RN – Director of Health Education

Administration

Allison Barton – Accounting Associate
Eric Brinkert – Grants Manager
Amy Capistran – Development Associate
Rachel Payne – Communications Coordinator
Lynn Williams – Development Manager
Jacqueline Wornom – Volunteer Coordinator





Our Mission

We are called to provide health care, promote wellness and connect community talents and resources with people in need in the name of Jesus Christ.



8600 Quioccasin Rd. Suite 102 Richmond, VA 23229 804-422-2600



COMPASSIONATE HEALTH CARE FOR PEOPLE IN NEED

CrossOver Downtown

108 Cowardin Ave. Richmond, VA 23224 804-233-5016

CrossOver Western Henrico

Across from Regency Mall 8600 Quioccasin Rd. Suite 105 Richmond, VA 23229 804-622-0803

Our Vision

A healthy, vibrant community where every person is restored by the compassionate, healing love of God.

CrossOver Chesterfield

At Sherbourne United Methodist Church 2619 Sherbourne Rd. Richmond, VA 23237 804-249-4004

CrossOver Health Care Ministry - providing compassionate health care for people in need.